

Lending Hands of Michigan, Inc.

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Directory of MI Loan Programs : www.LoanClosets.org

Lending Hands of Michigan, Inc.

12Years of Service and Still Growing!

Our Mission

The mission of Lending Hands of Michigan, Inc. is to lend various kinds of medical, home health and other related equipment for free and to anyone living in our service area, for up to nine months, regardless of age, sex, creed, race, income or disability.

2017 2nd Quarter (January-June) Report Summary

- CLIENTS SERVED:** A total of 2,026 clients (338 per month) were provided 3,633 (pieces 606 per month) of free home medical equipment through the 2nd¹ Quarter of 2017 versus 1,882 clients (314) per month) served with 3,225 pieces (538 per month) of equipment during the same period in 2016. There was a 7.7% increase in clients served in the first six months of 2017 versus 2016.
- EQUIPMENT USAGE:** A total of 1,941 clients returned equipment during the first six months of 2017, when they were finished using them, versus 2,676 clients for the same period in 2016. In the first six months of 2017, clients used equipment for a total of 420,267 days for an average use per client of 7.2 months versus 418,839 days and an average usage per client of 389 days during the first six months of 2016.
- CLIENT SAVINGS:** The 1941 clients who returned equipment during the first six months of 2017, received a total savings of \$669,476 or an average savings per client of \$345 versus 2,676 clients with a savings of \$667,857 and average savings per client of \$389 for the same period in 2016. Since our start in 2005, we have saved our clients and the social service and health care systems more than \$9,232,771 in out-of-pocket expenses.
- EQUIPMENT GIVEAWAYS:** This is an on-going activity. Specific numbers will be in the 2016 Annual Report.
- LOST EQUIPMENT:** The loss of equipment continued during the 2nd Quarter of 2017 at a decreasing rate. We lost 198 pieces of equipment during first six months of 2017 at a wholesale value of \$16,095 versus 249 pieces of equipment during the first six months of 2016 at a wholesale value of over \$17,985. This is approximately a 4.8% loss of equipment for 2017 versus 12.4% loss of equipment during the first six months of 2016. The percent of loss and dollar value of lost equipment is 10.5% below 2016. Our reminder system to get clients to return equipment has helped, along with clients returning equipment earlier when they are finished using same.
- EQUIPMENT DONATIONS:** A total of 609 pieces of home medical equipment and various kinds of supplies were donated to us during the first six months of 2017 by 243 people. The donations came primarily from individuals, along with health care organizations and community groups. A total of 638 items were donated during the first six months of 2016. This is a 4.5% decrease in number of items donated over 2016. We now restrict the donation of certain un-needed items such as, walkers, crutches, canes and commodes.
- VOLUNTEER HOURS:** A total of 57 volunteers provided 3,466 hours of service during the first six months of 2017, for a dollar value of \$81,658 versus 3,604 hours by 56 volunteers during the same period in 2016. More than 600 extra volunteer hours were given to refurbish our new office space in 2016. Since our start in 2005 our volunteers have provided 63,147 hours of service for a value of \$1,239,862.
- FUNDING / REVENUE:** Total revenue for the first six months of 2017 was \$33,804. For the first six months of 2016 we had revenue of \$34,650. A majority of the 2017 revenue came from individuals, corporations, grants and community groups. A majority of the funding is going to various projects such as, a new computer system, along with meeting the growing client demands such as, making repairs to existing equipment, purchase needed

equipment, insurance, maintaining operations and community relations. 67% of our revenue has come from individuals, 4% from community groups, foundation grants 17% and 12% from Corporations.

9. **EXPENSES:** Total expenses for the first six months of 2017 were \$48,493. The main expenses were for the cost of implementing a new computer system, parts to inventory control of equipment, insurance coverage, rent, utilities and the cost for the search and pay of new Executive Director.

The State of Operations – Our financial position is okay at this point in 2017, however, we are currently 12.7% behind our budgeted revenue for 2017 with expenses 31% over budget. Our biggest concern was the costs of implementing a new computer system, along with the search and pay of a new Executive Director. We want to implement a new bar code inventory system; however, we have yet to receive the needed \$7,000 to do so. We are waiting on the response from grant requests we made. We will continue to monitor this trend over the rest of the year. If revenues continue to be flat, we will take steps to control expenses.

We sent out a Satisfaction Survey to 150 clients. 39 of the surveys were returned with all recommending Lending Hands to others. We have a 4.9 Star approval rating (on scale up to 5) on Goggle with several positive reviews.

Demand for our loan program has gone flat over the past two months. We are not sure of the reason for this trend. We will continue to monitor demand. We are in need of an additional \$14,000 to be in-line with our budget demands. We will undertake two additional fund drives during the remaining six months of 2017.

Media Release

New Executive Director For Lending Hands

After the announcement that Executive Director, John Hilliard, was going to retire Lending Hands has taken a 4.5 month search for a replacement. Lending Hands is pleased to announce the hiring of a new Executive Director. The new ED is Lucinda M. Stinson, MPA. The position change will take effect on Monday, June 26th. Retiring ED Hilliard will stay on for three months to assist in the transition.

Ms. Stinson has extensive experience in the public sector with many years working in health care systems. She takes charge of a twelve year old non-profit that lends out basic home medical equipment for free for 7 months. Lending Hands serves six counties in Southwest Michigan.

The new Executive Director will supervise a cadre of over 50 volunteers, along with day-to-day operations, fund development, marketing and public relations. Lending Hands has served over 19,000 clients and saved those clients over \$9 Million in out of pocket expenses.

“We feel Lucinda is a good fit for Lending Hands,” said Board Chair, Julie VanderNoot. VanderNoot continued by saying, “We expect she will continue our growth as a non-profit organization and continue to move it forward in assisting others in their time of need.”

Lending Hands of Michigan is located at 2403 Helen Ave. in Portage and may be contacted at 269-567-4381 or e-mail at info@lendinghandsmi.org.

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